

Professional Profile

Highly motivated and energetic leader comfortable in multiple technology roles instilling corporate vision through hard work and leadership.

- 20 years Information Technology (manufacturing, operations, business analysis, gaming, ISP)
 - 11 years Telecommunications (landline, wireless, domestic, international)
 - 5 years Internal Audit / Security / Forensics and Risk Management / Prevention
 - 4 years in human performance and coaching measurement systems
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| • Application Design / Architecture | • IT Lifecycle Development |
| • Technical Staff Management / Team Building | • Geek <> Business Translation |
| • IT Control Audit | • Litigation Support |
| • Information System Security Analysis | • Risk Analysis / Management |
| • Six Sigma Green Belt | • Technical Project Management |
| • Process Improvement / Industrial Engineering Projects | • Electronic Forensic Investigations |
| • Executive-level Communications | • Business Analyst |
| | • Proven and Progressive Track Record |
| | • Crisis Management |

Professional Experience

AT&T, Atlanta, Georgia

2007 - present

Sr. Technical Director MSOC Systems – IT

Work with merger initiatives and reporting needs for the combine AT&T. Duties include transitioning of metric reporting applications for either rollout across the entire 22 state region or migration of capabilities to already existing solutions. Conduct analysis and prototyping to support new areas of the business as needed (Uverse IPTV, new call centers, etc) as well as support for new data interfaces for current applications.

BellSouth Telecommunications, Atlanta, Georgia

2003 - 2007

ESM Systems Manager – Network Operations Solutions Group (NOSG)

Tasked with project managing a migration path from a rapidly developed prototype Engineered Service Measures (ESM) into a control-based production application. ESM is responsible for daily monitoring of BellSouth's 16000+ field technicians for productivity / coaching opportunities and is a vital tool within MSOC (Management System & Operating Controls) throughout BellSouth. Manage teams of employees as well as contractors (onshore and offshore) to bring structure and control to a team not accustomed to such to ensure quality results. Worked with various IT organizations (BellSouth Technology Group, Accenture, EDS) migrating applications away from non-compliant methods to BellSouth compliant platforms. After reaching "steady state", began design/development work expanding ESM to Central Office and Special Service Installation & Maintenance. Served as technology lead on various corporate swat teams as projects and issues evolved.

- Savings realized from adoption of Engineered Service Measures in outside plant: \$80M (2004-2005)
- Projected savings in process improvement of ordering process via "swat team" of \$42M (2006-2007)
- Network Operations Group Recognition for Innovation (Jan 2005)
- U.S. Patent for Central Office ESM application (April 2005)
- Member BellSouth Gateway Leadership program [targeted top 1% of management] (2005-2006)
- Recipient BellSouth Presidential Honors Award for Customer Service (Oct 2005)
- Created Industrial Engineering & Executive-level benchmarking program with The Walt Disney Company (Dec 2006)

BellSouth Corporation, Atlanta, Georgia

1999 - 2003

IT Manager – Internal Audit

Direction of technical operations for corporate audits both domestically and in BellSouth's International markets (Brazil, Peru, Ecuador, Israel, Germany & Denmark). Preliminary planning of audits and staffing for optimal fieldwork as well as building ongoing relationships with various groups both internal and external. Teamed with operational auditors (CPA's, Business Process Analyst, Industrial Engineers, etc.) as well as IT Auditors on building new generation of software tools in-house for audit testing as well as enhancing ability to audit systems such as PeopleSoft, SAP, Oracle Financials, AMDOCS Billing, Oracle CRM. Conducted risk-based audits covering control aspects as well as specific security (physical and logical) testing throughout the enterprise ("White Hat") as well as Forensic Data Investigations for BellSouth Legal and Revenue Assurance projects. Review and testing of Disaster Recovery / Business Continuity planning. Documented as well as presented executive level results on a continuous basis. Member of the Institute of Internal Auditors (IIA), Technology Association of Georgia and BellSouth Gateway Leadership program.

- Lead IT Audits (early entry) covering deployments of Oracle CRM & Amdocs Access
- Legal subject matter expert for BellSouth Legal concerning Data Forensics & Litigation Evidence Gathering (domestic and international)
- Created Corporate Sarbanes-Oxley (SOX) compliance tracking tool
- Training of IT auditing personnel for BellSouth international / domestic properties
- Headed team creating "*Cyberterrorism Threats Facing BellSouth*" presentation (June 2001) for inclusion of CEO's Presidential Committee report
- BU Experience: Advertising & Publishing, Mobility/Cingular, Network Operations, bellsouth.net, International, Consumer Markets, Entertainment, Corporate Centers, Supply Chain
- Recipient of multiple BellSouth Signal awards for "going above and beyond".

Metro Information Services / GTE, Dallas, Texas

1996 - 1999

Internet / Intranet Systems Developer - Lead

Consultant with GTE (now Verizon) specializing in Internet/Intranet development of dynamic web content sites. Lead Developer / Web Architect & Project Manager for Office Automations' Web Team. Direct responsibilities for GTE's *EIN - Executive Information Notebook*, *CPAS - Customer Product Availability Service*, *SAP National Support KnowledgeBase* and *EIS - Electronic Information System* using a variety of online technologies as well as supervision of other application developers. Extensive use of SMX by The Internet Factory, Active Server Pages, Cold Fusion and SQL to link various new (Access, SQLServer, Oracle, etc.) and legacy databases for presentation and manipulation of executive decision making data via the Net. Training of other employees on Internet/Intranet development as well as custom work for other clients.

Micro Sports, Inc., Chattanooga, Tennessee

1995 - 1996

Game Developer / System Administrator

Responsibilities included utility programming and debugging on Micro Sport's line of sports simulation software while distributed by IBM Multimedia and Sports Illustrated. Created initial network architecture and design for diverse elements from Windows, SGI, Linux and MacOS to facilitate ease of communications throughout the company. Aided in migration of DOS –based games to Windows and TCP/IP multiplayer.

Hasty Pudding, Inc., Rocky Face, Georgia

1992 – present (non operational Sub S Corporation)

Owner / President

Created an Internet consulting firm and service provider (d/b/a internet@Dalton 1994 thru 1997) in the North Georgia area. Worked in detail with the North Georgia business community to meet their newly found Internet needs. First Internet provider in North Georgia. Work included all Webmastering, initial consulting with new clients and hardware/software maintenance. Started ISP after over 10 years of on-line usage (BBS). Author of technical articles for various publications including *PC World On-Line* and *Birmingham Telecommunication News* covering a wide range of topics. Also, a Business & Technology columnist for Dalton's *Daily-Citizen News*.

Dalton College, Dalton, Georgia

1996 – 1997

Instructor

Instructor of Dalton College's first Internet-related "*Navigating the Internet*" course for the Continuing Education department. Workshop covered the beginnings of the Internet and how to use the Net for information gathering.

In-Touch Computer Services, Dalton, Georgia
1991 - 1995

Sr. Programmer / Analyst – Unix Administrator

Direct responsibilities included oversight of programming department and all Unix System Administration. Work included initial analysis of projects, system design, programming, training, installation of operating systems (Unix, Lantastic, Netware, etc.) and occasional hardware maintenance. Majority of development centered around the floor covering industry and business accounting. Implementation of EDI, Intelligent Query, Document Imaging, Enterprise e-mail and other innovative business solutions.

Dalton Computer Services, Dalton, Georgia
1989 - 1991

Programmer / Analyst

Worked closely with customers on development of a carpet distributor / retail package. Planned and carried through program modifications to meet customer specs. Work primarily in Acu-COBOL, RM-COBOL and IQ. Began system administration duties on SCO Unix / Xenix.

Marketing Services, Dalton, Georgia (division of NSI)
1987 - 1989

Programmer

Sole designer and developer of an order entry/inventory control system for carpet sample companies. Worked in R&D department office as maintenance programmer as well as with CAD design for engineering.

Technical Skills

Languages/Tools: COBOL, COBOL spII, C, C++, HTML, SMX, PHP, RPG, Pascal, Intelligent Query, SQL, Clarion, SQLBase, Progress, perl, various Unix shell scripting languages, Java, Javascript, J2EE, EJB, VBScript, Active Server Pages, ActiveX, ACL, Cold Fusion, ISS Tools, Snort, SQLServer, Oracle, Office, Visual Studio, SharePoint, BEA Portal, SQLServer Reporting Services

Operating Environments: MS-DOS 3.x-6.x, MS Windows 3.x-XP, MS Windows NT 3.5x-XP_Pro, SCO Unix/Xenix, Sun Solaris 2.x+, SGI Irix, HP-UX 9.x+, Consensys Unix, Netware 2.x-4.x, Lantastic 3.x-6.x, Linux, FreeBSD, OS/2 Warp, AIX, DNOS, DX10, UnixWare, Mac OS X, NextStep, 10Net, BEA WebLogic, Apache, Tomcat

Hardware Platforms: Intel 8088-current, HP9000 Series, HP NetServers, Livingston Portmaster, Silicon Graphics, Sun, AS/400, Bull, Digital Alpha, TI 1500, IBM RS/6000, TI 990, PS/2 Microchannel, Apple //+//c, Tandy CoCo, various Telco switches (Nortel, Ericsson, Lucent, etc.)

Sites: HastyPudding.com, eSmokingGuns.com, dalton.net, carpet.net, FreeMartha.org, etc.

Education

Southern College of Technology, Marietta, Georgia *Electronic Engineering* 1986-1987 Gained valuable insight to the inner workings of electronics. Specific interest given towards Artificial Intelligence. Member of student IEEE.

Dalton College, Dalton, Georgia Associates of Science Computer Science 1986, 1987-1989. Attended core programming classes concurrently with last year of high school. Returned to complete degree while working full-time as a developer.

References

Available upon request